June 8, 1987

PROTOTYPE POSITION DESCRIPTION FOR
SESA QC SYSTEMS SUPPORT SPECIALIST

Position Summary

This position is located in the Quality Control unit with
responsibility for managing the ADP activity related to the QC
program. The incumbent is expected to interface with a wide
variety of personnel at all levels. While it is a technical
position, the incumbent must become familiar with UI program
requirements. This position includes responsibility for QC
system management; some programming; acting as a resource
person for other QC staff members as well as for SESA ADP
staff; conducting training for QC staff as necessary to become
familiar with QC software; assisting QC staff with QC software
operations; acting as a liaison between the QC unit and SESA
ADP staff; acting as ADP liaison for the QC unit in National
Office and Regional Office interactions. In addition, the
incumbent may work closely with the Analyst, acting as support
for data analysis activities.

Specific Duties

Manages the QC ADP system as necessary; installing new hardware
and software; troubleshooting any hardware, software, and/or
telecommunications problems encountered; handling maintenance
issues as necessary, remaining familiar with service contracts
and making the QC Supervisor aware of the status of such
contracts and of system repair needs; establishing and
maintaining user accounts; backing up system files and master
database periodically, supervising resource utilization (i.e.
disk space).

Trains QC staff either formally or informally in the usage of
the QC software provided by the U.S. Department of Labor (DOL)
Employment and Training Administration (ETA).

Provides any necessary assistance in constructing and
maintaining such programs and databases as may be required by
QC staff. These actions may be particularly necessary for the
QC Analyst. The Systems Support Specialist should consult with
the user to determine data and editing requirements and check
with National Office to ascertain that changes do not affect or
alter QC software.

Serves as a resource for QC personnel, answering all ADP questions as they relate to the QC system, or if the answers are unknown, shall pursue problems with the DOL ETA to their resolution.

Answers questions and resolves matters so that the QC unit is adequately and appropriately represented as may be necessary in technical matters in the capacity of liaison between the QC unit and the SESA's ADP staff.

Assists and supports the QC Analyst insofar as ADP procedures, aiding and assisting as necessary in the workings of the system as they relate to analytical activities.

Acts as the QC unit's ADP liaison with DOL National Office and Regional Office staff.

Qualifications

Although knowledge of Unix/C is not absolutely necessary for this position, it is highly desirable. This position would require those without previous Unix/C knowledge to learn the basics of Unix on the job. However, the candidate should be familiar with some mini and microcomputer operating systems and menu - driven applications.

This position requires familiarity with basic ADP hardware, software, and accepted programming techniques.

This position requires an aptitude for the workings of minicomputers and operating systems. Backgrounds in computer science, mathematics, or related fields are desirable.

Must be able to utilize resource materials to isolate and solve potential specific hardware and/or software problems.

Previous system manager experience is desirable.

A knowledge of COBOL or FORTRAN (depending on which is used on the SESA mainframe) is desirable. A working knowledge of the SESA's DBMS is also desirable.

A knowledge of the UI program and State ADP system is desirable, specifically, field functions, working knowledge of principal benefit and tax system, hardware, software, and databases.